Adyen Magento extension
User manual

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Version: 2.0.0

Reference: Adyen Magento Extension V2.0.0

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Adyen Magento extension - manual

Version control

Extension versions	2.0.0
Document date	Apr 22, 2014
Version log	2.0.0 rewrite for version 2.0.0, added integration overview 1.0.0.8 rewrite version to version of the plugin 0.6 rewrite for extension version 1.0.0.8 0.5 rewrite for extension version 1.0.0.7 0.4 rewrite 0.3 added new chapter Features 0.2 added screenshots, added HPP, CC and ELV
Supported Magento versions	Community: 1.5.0.1, 1.6.0,1.7.x,1.8.0.x Enterprise: 1.11, 1.12, 1.13

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Preface

This document is intended to assist anyone using the Adyen Magento extension version 2.0.0.

Installation

1. Unzip or use package management of Magento to install the extension: http://www.magentocommerce.com/magento-connect/adyen-payment.html
2. Refresh the Magento caches (System → Cache Management → Select All → Refresh)

Important notes

Theming

Template and layout are placed in /app/design/frontend/base folder, if needed copy according to your own theme configuration

CGI mode

Some hosting providers including Byte are running PHP in CGI mode. This means that HTTP Basic Authentication is not working by default. As HTTP Basic Authentication is used for the notification receival, enable the authorisation by adding the following rules to the .htaccess file in the root directory of Magento:

```
RewriteEngine on
RewriteCond  %{HTTP:Authorization} (.+)
RewriteRule .* - [E=REMOTE_USER:%{HTTP:Authorization},L]
```

For more information, refer to: http://www.byte.nl/wiki/Php_Cgi_Mode

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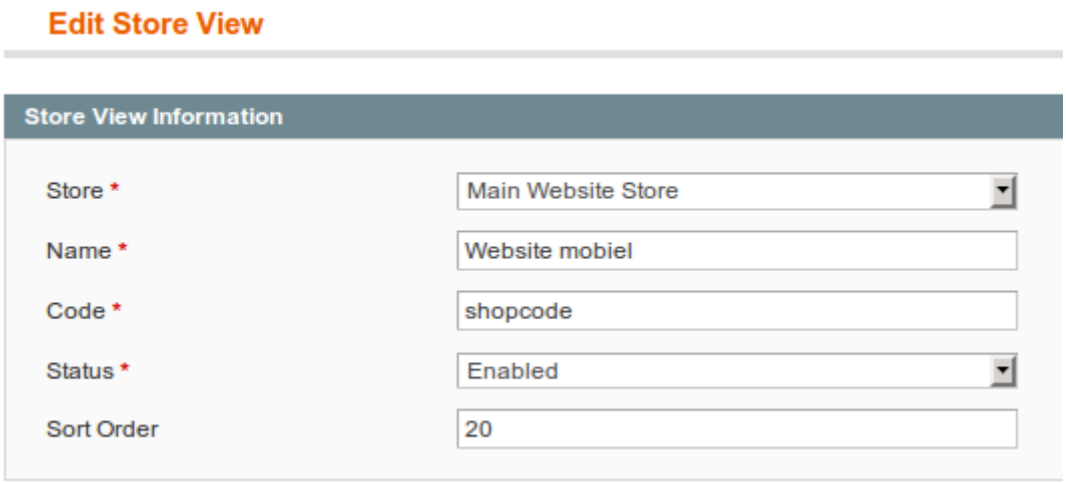
Multi-shop configuration

To enable a multishop setup, you have to add the following rules to your .htaccess file:

```
RewriteCond %{HTTP_HOST} ^(.*)WEBSHOPURL
RewriteRule ^ - [E=MAGE_RUN_CODE:shopcode]
```

where *WEBSHOPURL* has to be replaced by your webshop url, and *shopcode* by the code that you have set in the Store View (System → Manage Store → Store view Name).



READ/WRITE Access

Ensure read and write access is enabled on the following directories:

- magento/var/log/

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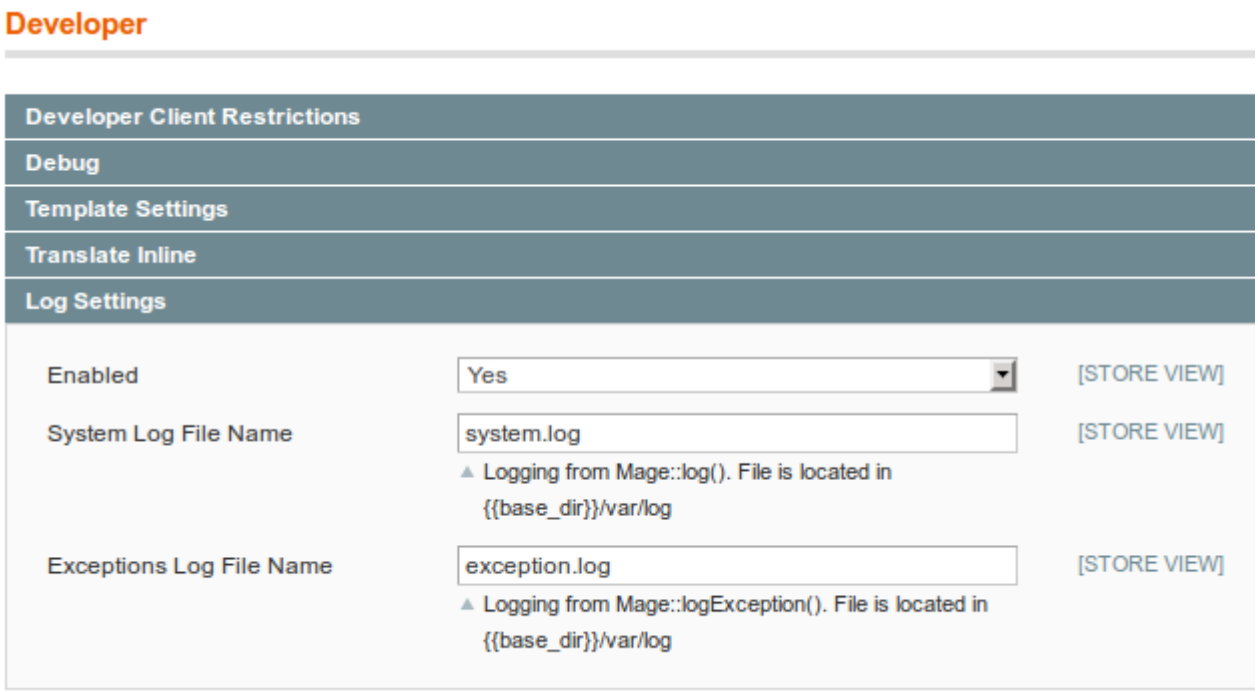
Logging

The extension logs a lot of information in the magento/var/log/ directory. If you want to enable this you have to turn on the log in Magento (System → Configuration → Developer → Log Settings)



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Integration overview

This section provides an overview of the steps which are needed to integrate with Adyen. This has to be considered as the basic integration. It takes full advantage of the great possibilities and flexibility of our Hosted Payment Page (HPP) to accept payments. More advanced features (e.g. Refunds and API payments) require additional steps, which are covered in separate sections in this manual.

Please also take a look at the tutorial video, available on our Support site: http://support.adyen.com. Do you experience problems during integration or just have some questions? Feel free to contact us at magento@adyen.com.

Prerequisites

- Request an Adyen Test Account via http://adyen.com/signup
- Get our extension via Magento Connect or the Adyen GitHub
- Install the extension

Accepting payment on Test platform

- Configure Adyen backoffice Test:
  - Create a skin: set HMAC and ResultURL Test
  - Remember HMAC and Skincode, as these are needed in the Magento configuration
  - Set notification URL ([shopurl]/adyen/process/ins) and authentication. Enable the Active checkbox and set the Method to HTTP Post
- Configure Magento backend (System > Configuration > Payment Methods):
  - Adyen Default Settings: Merchant Account, Notification authentication (set at Adyen)
  - Adyen HPP: Enable checkbox, skinCode, HMAC Test (both set in the Adyen backoffice)

Switch to Live platform

- Ensure Test notifications are working (Adyen backoffice > Settings > Notifications > Test) and some test payments are done. Test card numbers are available via the Adyen Support Site.
- Request your live credentials from Support
- Configure Adyen backoffice Test:
  - Set live HMAC, Result URL Live
  - Publish skin
- Configure Adyen backoffice Live:
  - Notification settings (same as Test)
- Configure Magento backend:
  - Adyen Default Settings: set Production mode to 'Production'
  - Adyen HPP: set HMAC Live

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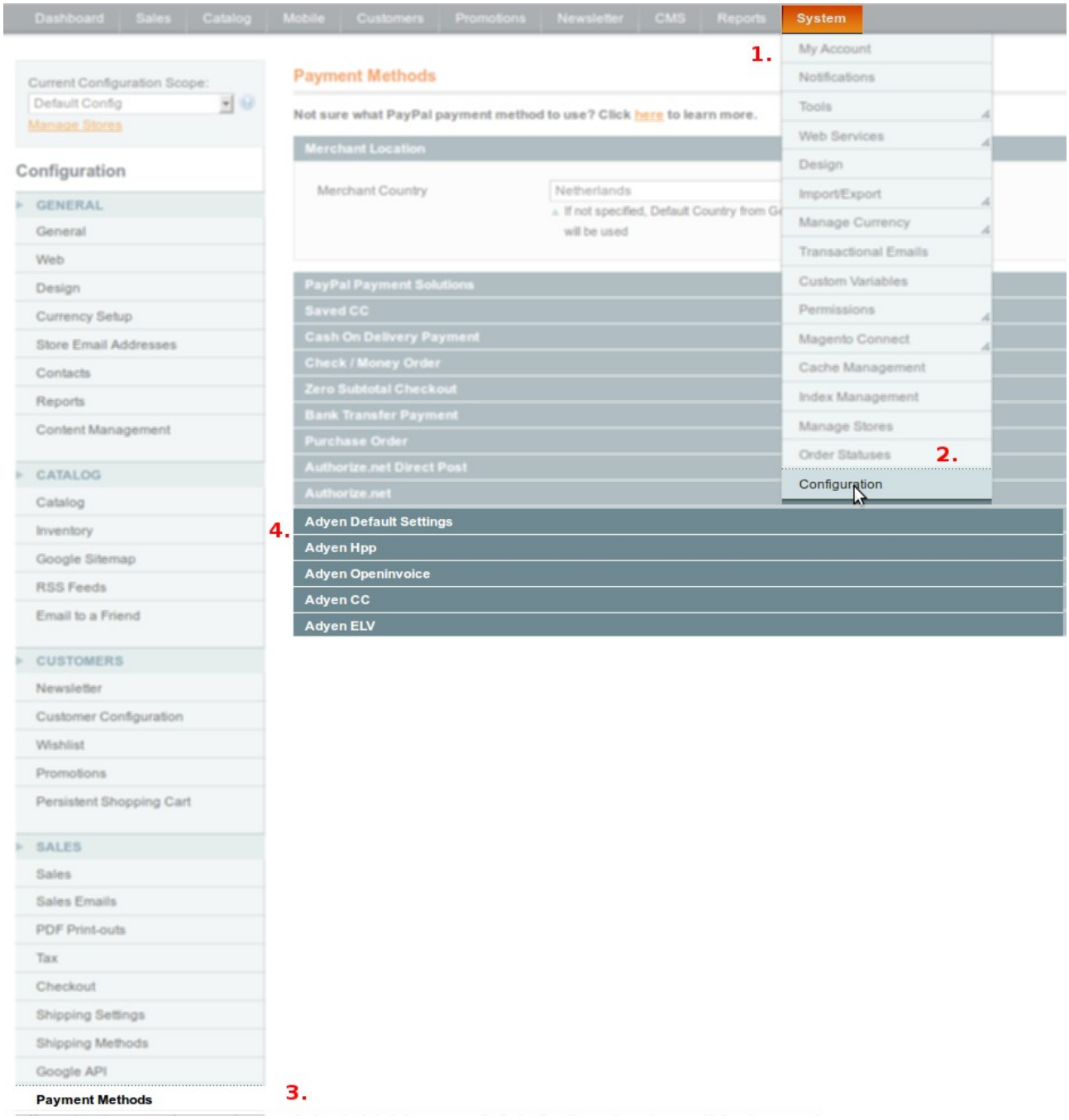
Configuration Magento backend



Go to: System → Configuration → Sales → Payment Methods → Adyen Default Settings

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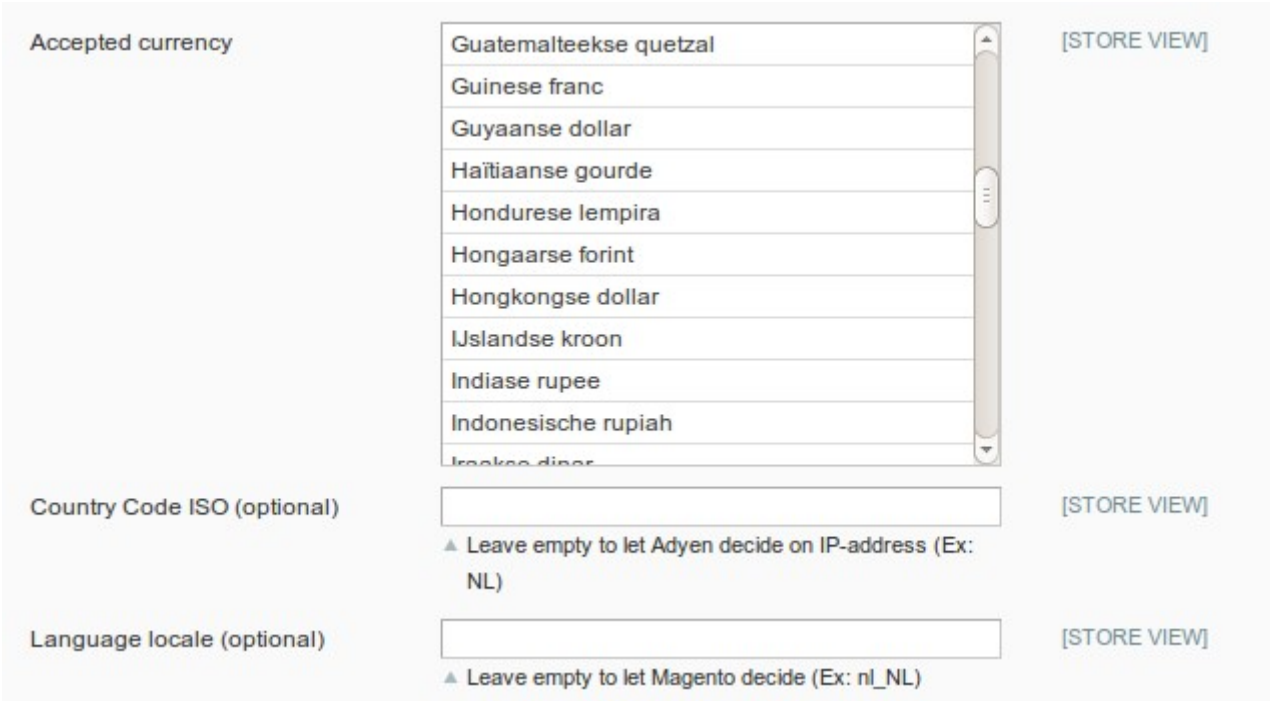
Adyen Default Settings

Interface configuration



Accepted currency	Select **at least one** currency for which Magento should present the Adyen Payment Method (use CTRL+<click> to select multiple currencies)
Country Code ISO (optional)	To force the Adyen Platform to take a specific country code for your shoppers. Leave empty to let Adyen decide this based on the IP address.
Language locale (optional)	To force the Adyen Platform to take a specific Language setting. Leave empty to let Magento decide based on the specific store.

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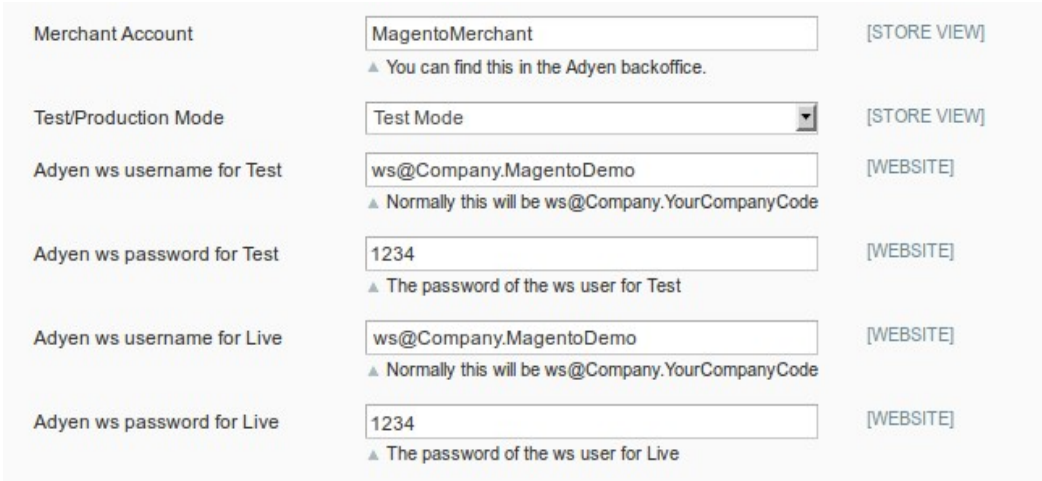
Account configuration



Merchant account	The MerchantAccount name supplied to you by Adyen. Note: a company gets one CompanyAccount and could have multiple MerchantAccounts, you configure Magento per specific MerchantAccount.
Test/Production Mode	Select Test or Production environment.
Adyen ws username for test	Adyen webservice username for TEST, often *"ws@Company.<CompanyAccount>"*. Note the difference between CompanyAccount and MerchantAccount described above.
Adyen ws password for test	Adyen webservice password for TEST
Adyen ws username for live	Adyen webservice username for LIVE, often *"ws@Company.<CompanyAccount>"*. Note the difference between CompanyAccount and MerchantAccount described above.
Adyen ws password for live	Adyen webservice password for LIVE

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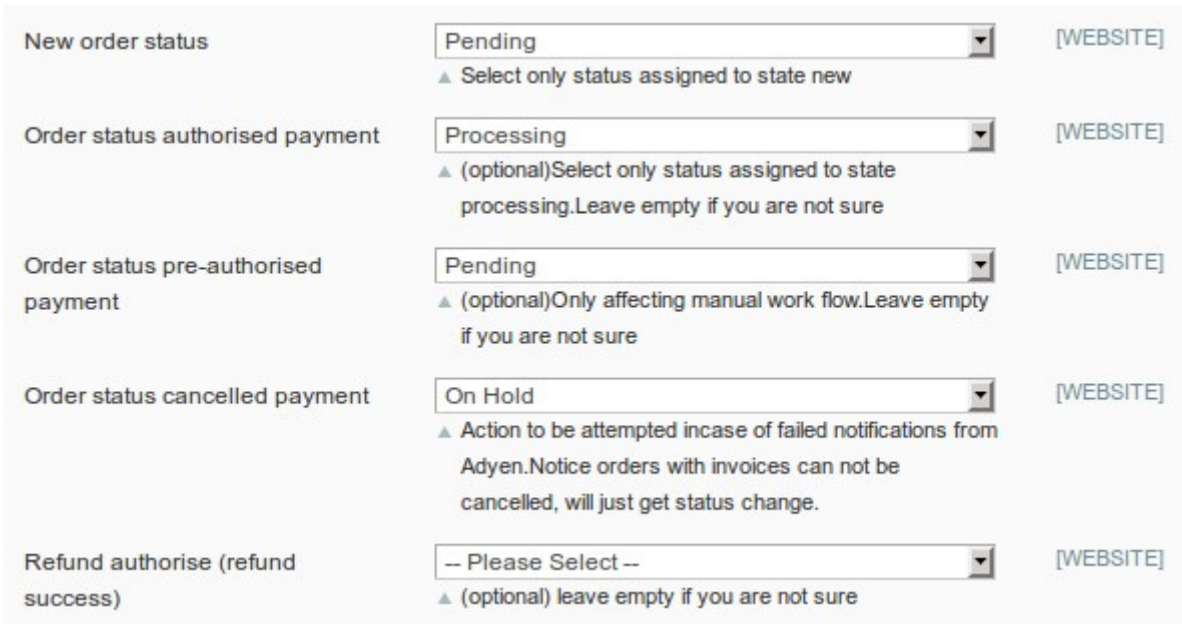
Workflow configuration


New order status
Pending
Select only status assigned to state new
[WEBSITE]
Order status authorised payment
Processing
(optional)Select only status assigned to state processing.Leave empty if you are not sure
[WEBSITE]
Order status pre-authorised payment
Pending
(optional)Only affecting manual work flow.Leave empty if you are not sure
[WEBSITE]
Order status cancelled payment
On Hold
Action to be attempted incase of failed notifications from Adyen.Notice orders with invoices can not be cancelled, will just get status change.
[WEBSITE]
Refund authorise (refund success)
-- Please Select --
(optional) leave empty if you are not sure
[WEBSITE]

New order status	Select the order status a new order should get in Magento when ordered with the Adyen Payment Method
Order status authorised payment	(Optional) Select the order status an order should get in Magento when an AUTHORISATION or CAPTURE notification event is received from Adyen.
Order status pre-authorised payment	(Optional) Select the order status an order should get in Magento when an AUTHORISATION Notification event is NOT received from Adyen immediately.
Order status cancelled payment	Select the order status an order should get in Magento when a CANCELLATION notification event is received from Adyen.
Refund authorise (refund success)	(Optional) Select the order status an order should get in Magento when a refund gets its second (and final) authorisation.

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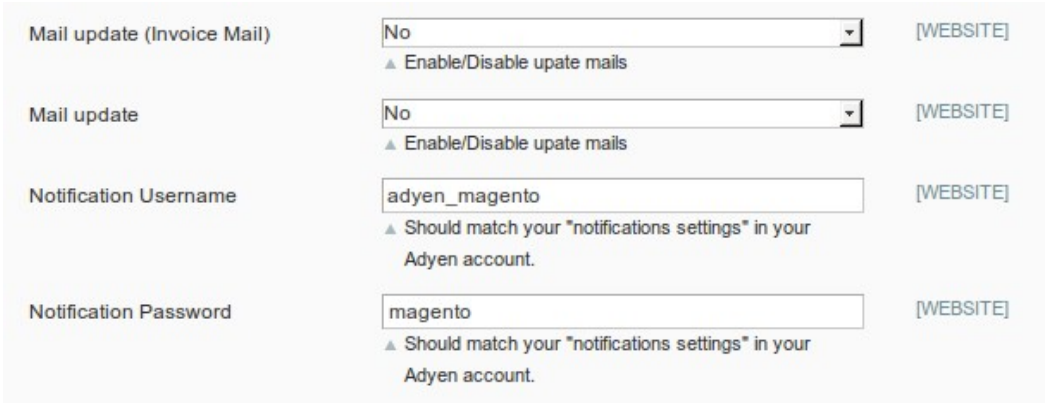
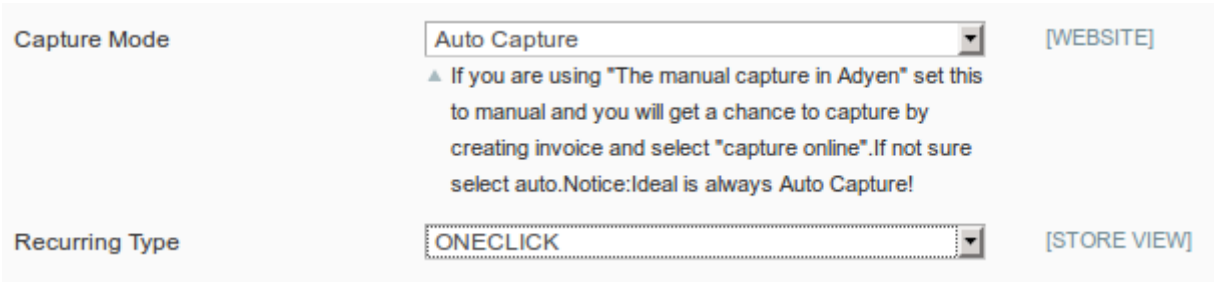
Notification configuration



Mail update (Invoice Mail)	Whether to send email to Shopper when invoice is created
Mail update	Whether to send an order update email to Shopper when notifications are received
Notification User name	A self-made user name to authorise the notifications from the Adyen Platform. Note: this user name should also be known at Adyen's back-office, see section *Notification settings*
Notification Password	A self-made password to authorise the notifications from the Adyen Platform. Note: this password should also be known at Adyen's back-office, see section *Notification settings*

Miscellaneous configuration


Capture Mode
Auto Capture
If you are using "The manual capture in Adyen" set this to manual and you will get a chance to capture by creating invoice and select "capture online".If not sure select auto.Notice:Ideal is always Auto Capture!
[WEBSITE]
Recurring Type
ONECLICK
[STORE VIEW]

Capture Mode	If you are using "The manual capture in Adyen" set this to manual and you will get a chance to capture by creating invoice and select "capture online". If not sure select auto. Note(NL only): iDeal is always Auto Capture!
Recurring Type	Recurring Type is default on ONECLICK for more information about recurring see the manual “Recurring Payments Manual”

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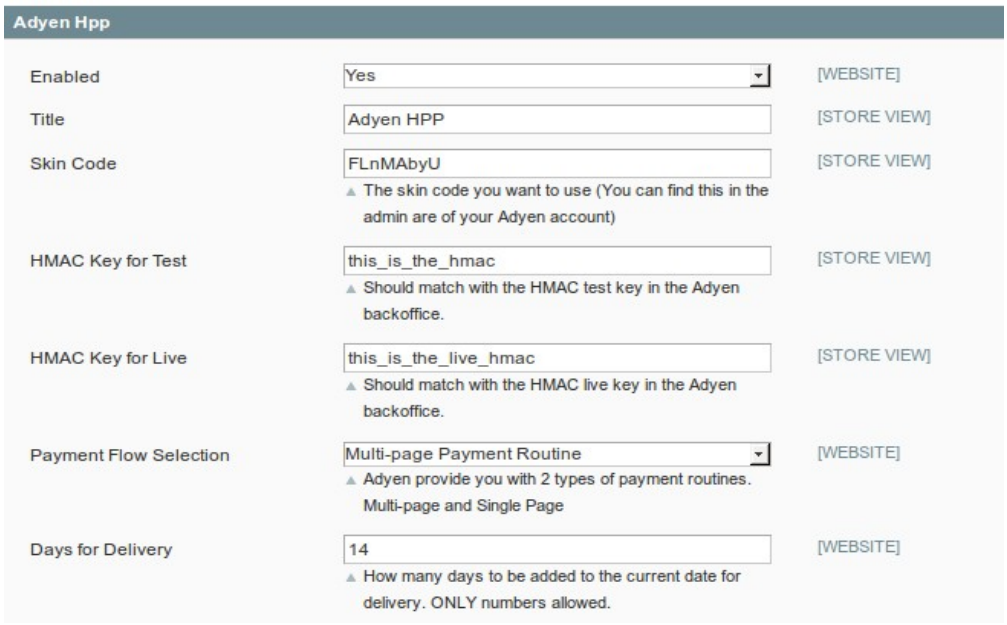
Adyen Hosted Payment Pages settings

Menu: System → Configuration → Sales → Payment Methods → Adyen Hpp

Main configuration


Adyen Hpp
Enabled
Yes
[WEBSITE]
Title
Adyen HPP
[STORE VIEW]
Skin Code
FLnMAbyU
[STORE VIEW]
The skin code you want to use (You can find this in the admin are of your Adyen account)
HMAC Key for Test
this_is_the_hmac
[STORE VIEW]
Should match with the HMAC test key in the Adyen backoffice.
HMAC Key for Live
this_is_the_live_hmac
[STORE VIEW]
Should match with the HMAC live key in the Adyen backoffice.
Payment Flow Selection
Multi-page Payment Routine
[WEBSITE]
Adyen provide you with 2 types of payment routines. Multi-page and Single Page
Days for Delivery
14
[WEBSITE]
How many days to be added to the current date for delivery. ONLY numbers allowed.

Enabled	Select 'Yes' to enable the Adyen HPP method (Hosted Payment Pages)
Title	Title shown at front-end where Shopper can select by which method he/she wants to pay if you have also enabled other Payment Methods then Adyen HPP.
Skin Code	At the back-office of Adyen you can upload several skins, each skin gets a skin code. Fill in the skin code of the skin you want to be used for this shop. See section *Error: Reference source not found*
HMAC Key for Test	Communication from Magento to the shopper to the Adyen Platform is (partly) signed with this key. Just enter a 'random' sequence of characters and fill in the same sequence at the Adyen back-office. Note: the signing key for the Test Platform and the Live Platform must differ.
HMAC Key for Live	Communication from Magento to the shopper to the Adyen Platform is (partly) signed with this key. Just enter a 'random' sequence of characters and fill in the same sequence at the Adyen back-office. Note: the signing key for the Test Platform and the Live Platform must differ.
Payment Flow Selection	Adyen provides 2 types of payment routines: Multi-page and

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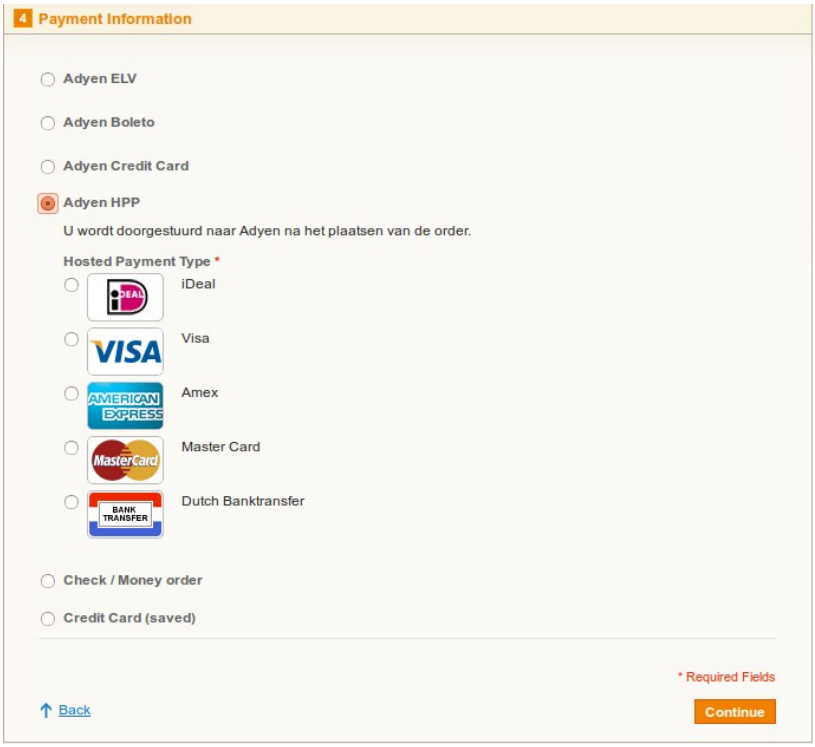
	Single Page. Select the one you want.
Days for Delivery	The number of days your shop needs to deliver the goods or services. This is used for Risk calculation, Charge-back defence and is by default shown to the shopper at the end of the payment.
Leave payment method selection on HPP	Defines whether HPP payment methods can already be chosen within Magento checkout. See “Payment Method selection” below.

Payment Method selection configuration

There are two ways of letting your shoppers choose which payment method among the Adyen Payment Methods they want.

A) On your Magento website: set “Leave payment method selection on HPP” to No. The available methods will be retrieved from Adyen, based on the settings within the skin. The shopper will be redirected to the HPP page where they can enter the details of the chosen method. In case of an external redirect (e.g. the bank of the shopper), the HPP is skipped entirely.



B) On the Adyen HPP: set “Leave payment method selection on HPP” to Yes.

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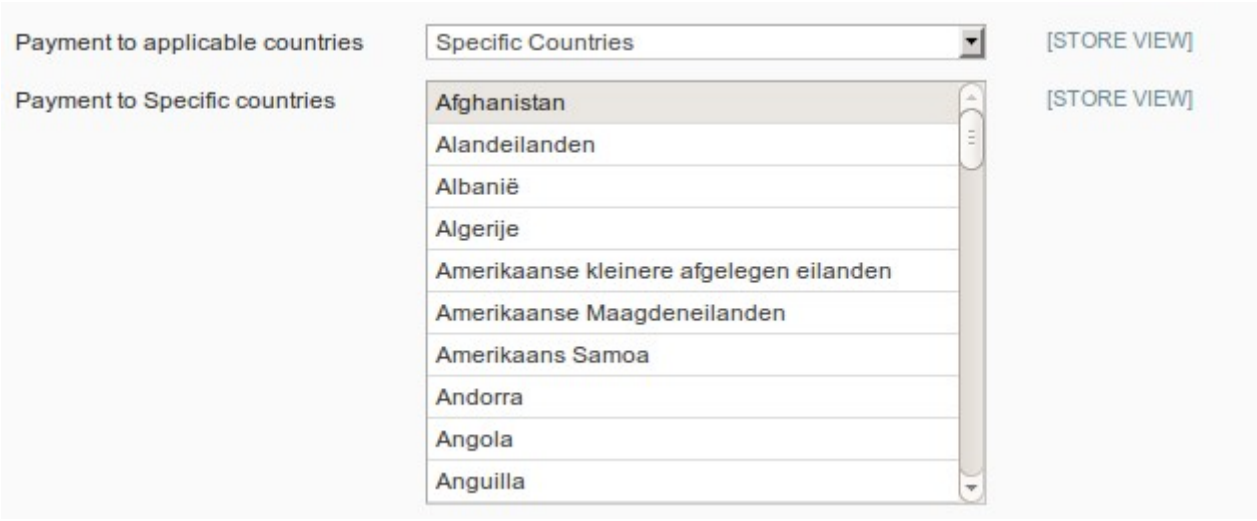

Payment to applicable countries	Should Magento present the Adyen Payment Method to shoppers from all countries or only to shoppers from specific countries (selected below)
Payment to Specific countries	If chosen 'specific' above, select here the specific countries to which the Adyen payment method should be presented (use CTRL+<click> to select multiple countries)

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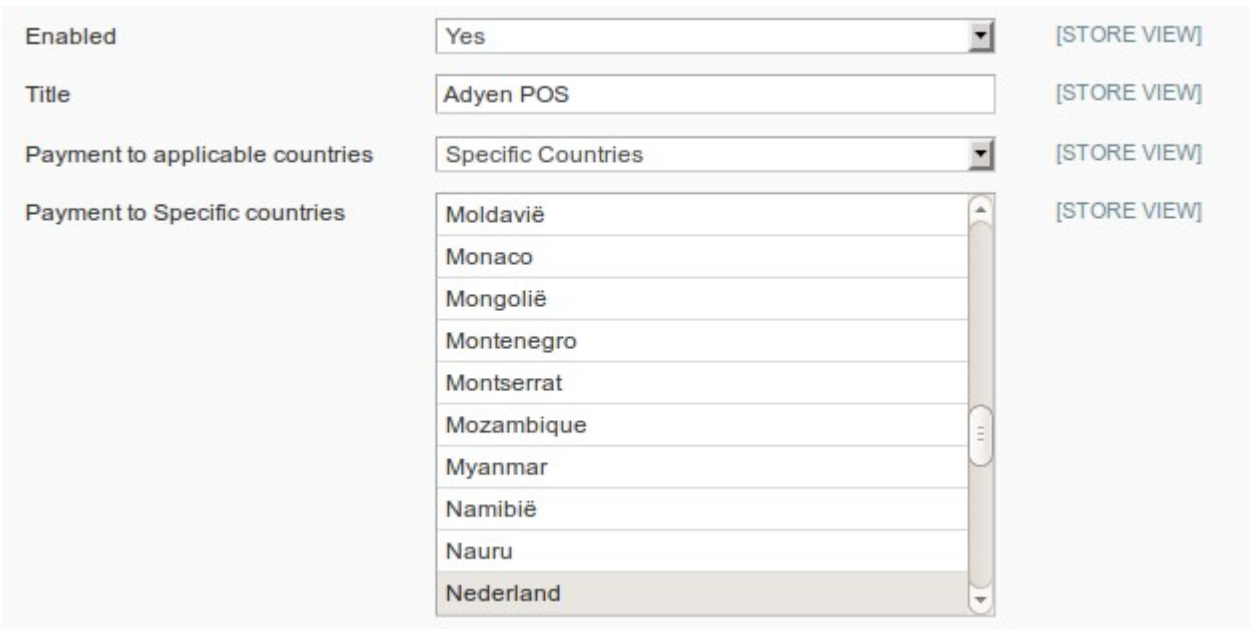
Adyen POS settings

Menu: System → Configuration → Sales → Payment Methods → Adyen Pos

POS makes it possible to pay with the Adyen Shuttle through the IOS and Android app.

Make sure the website in IOS is running on Safari and Android is running on Chrome. The browser must accept pop-ups, otherwise it is not possible to redirect to the Adyen app.



Enabled	Select 'Yes' to enable Adyen Openinvoice as a separate Payment Method next to or in place of the HPP (Openinvoice can also be used with the HPP method).
Title	Title shown at front-end where Shopper can select by which method he/she wants to pay if you have also enabled other Payment Methods then Adyen Pos.
Payment to applicable countries	Should Magento present this Payment Method to shoppers from all countries or only to shoppers from specific countries (selected in list below)
Payment to Specific countries	If chosen 'specific' above, select here the specific countries to which this Payment Method should be presented (use CTRL+<click> to select multiple countries)

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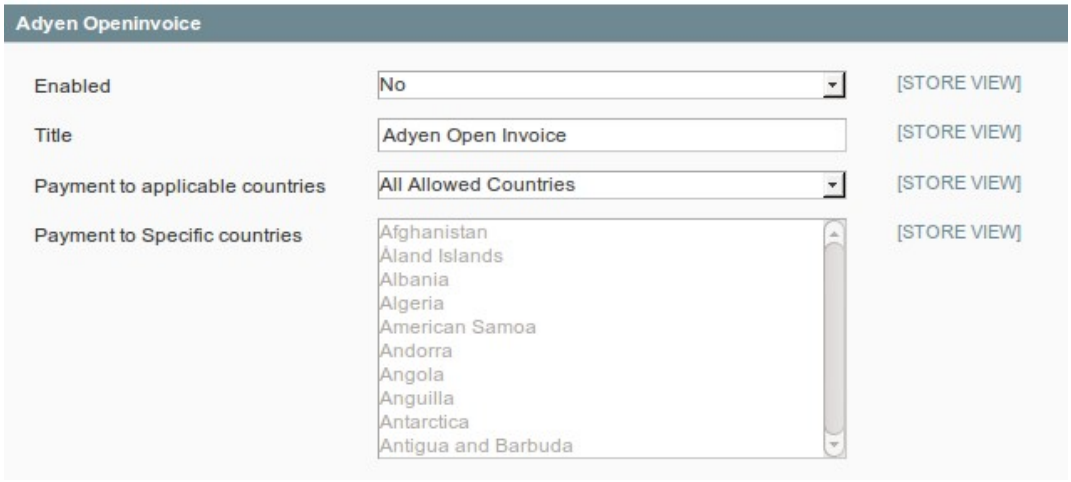
Adyen OpenInvoice settings

Menu: System → Configuration → Sales → Payment Methods → Adyen Openinvoice

Before you can use OpenInvoice you have to setup the OpenInvoice settings in the back-office of Adyen. See section OpenInvoice settings



Enabled	Select 'Yes' to enable Adyen Openinvoice as a separate Payment Method next to or in place of the HPP (Openinvoice can also be used with the HPP method).
Title	Title shown at front-end where Shopper can select by which method he/she wants to pay if you have also enabled other Payment Methods then Adyen Openinvoice.
Payment to applicable countries	Should Magento present this Payment Method to shoppers from all countries or only to shoppers from specific countries (selected in list below)
Payment to Specific countries	If chosen 'specific' above, select here the specific countries to which this Payment Method should be presented (use CTRL+<click> to select multiple countries)

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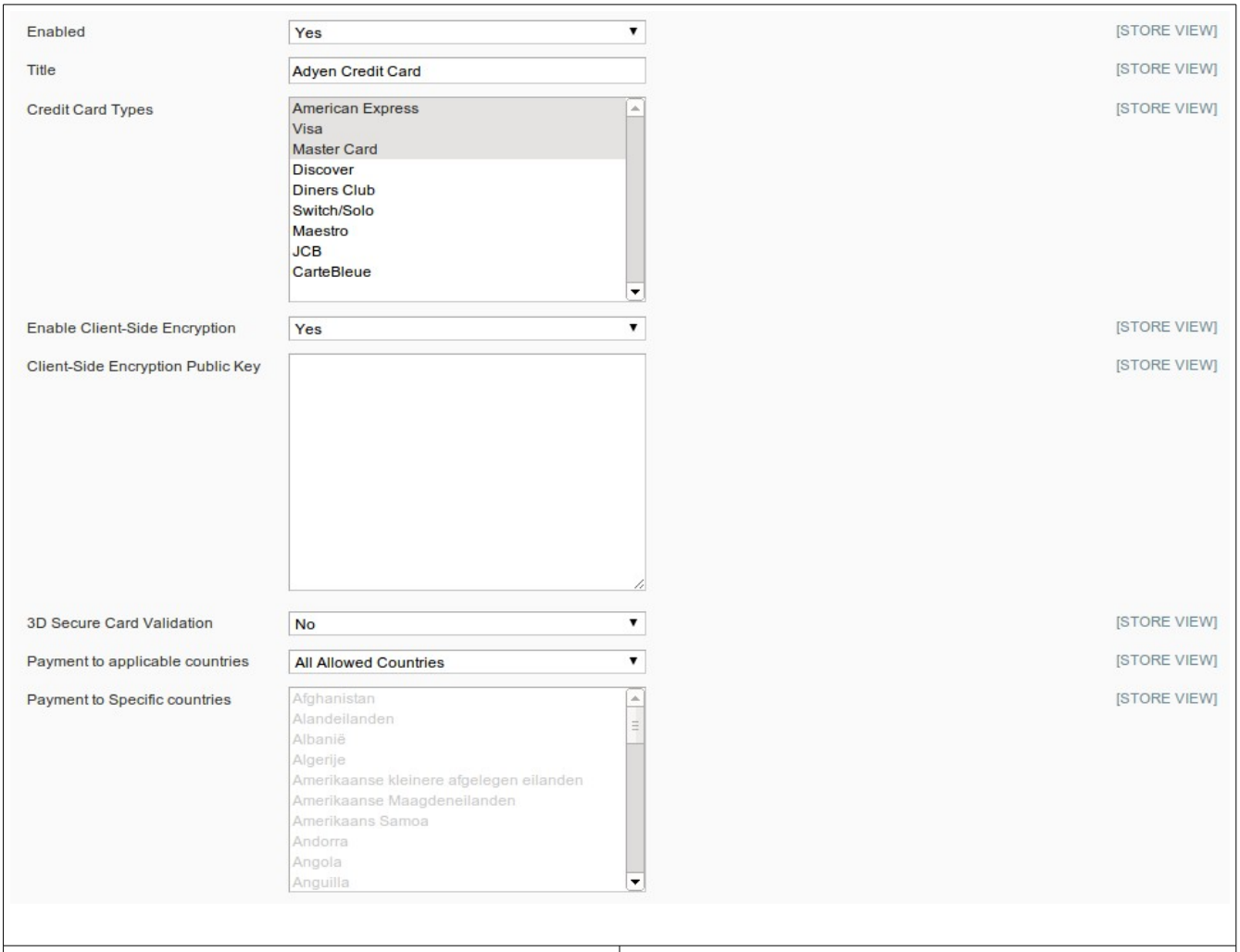
Adyen Credit Card settings

Menu: System → Configuration → Sales → Payment Methods → Adyen CC

Important: this functionality has to be enabled on your Adyen Company Account. Please contact support at https://support.adyen.com/ to request this change.



Enabled	Select 'Yes' to enable Credit Card payments via Adyen as a separate Payment Method next to or in place of the HPP (Credit cards can also be used with the HPP method).
Title	Title shown in front-end when this payment method is enabled
Credit Card Types	Select Credit Card types to offer at front-end. Note: select at least one. (use CTRL+<click> to select multiple types)
Enable Client-Side Encryption	Select 'Yes' to encrypt the card data directly in the browser (client), without being visible to your server. This is required when you are not PCI DSS

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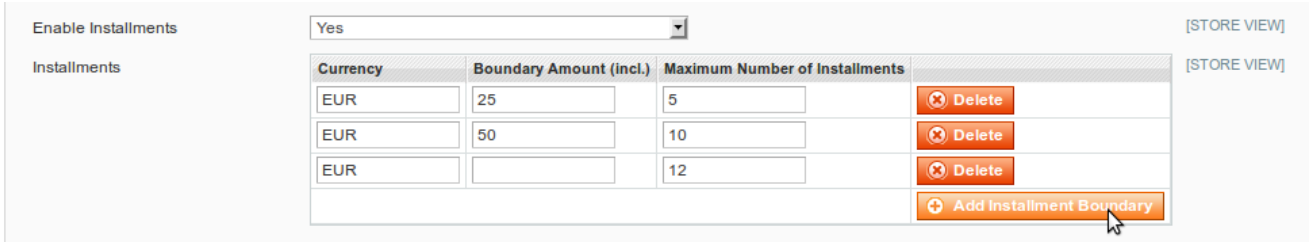
	compliant.
Client-Side Encryption Public Key	The Public Key is tied to the WebService user you have set under Account Configuration. It is available in the Adyen Backoffice: Settings → User. If no key has been generated yet, you will see an option to “Generate” the key first. Note: use the unformatted version.
Payment to applicable countries	Should Magento present this Payment Method to shoppers from all countries or only to shoppers from specific countries (selected in list below)
Payment to Specific countries	If chosen 'specific' above, select here the specific countries to which the this Payment Method should be presented (use CTRL+<click> to select multiple countries)

Adyen Credit Card Installments settings

Menu: System → Configuration → Sales → Payment Methods → Adyen CC



Enable Installments	Select 'Yes' to enable Installments for the Credit Card payments.
Installments	Configuration table for the maximum installments offered to the shopper. First column, enter the currency for which this rule applies. Second column, enter the amount (major unit) until which this rule applies. Keep this empty for the upper-bound rule. Third column, enter the maximum number of installments allowed. In the screenshot there are only rules defined for currency EUR. Checkouts with a value of EUR 25 and below are offered 1 to 5 installments. Checkouts with a value between EUR 25 and EUR 50 are offered 1 to 10 installments. Checkouts with a value above EUR 50 are offered 1 to 12 installments.

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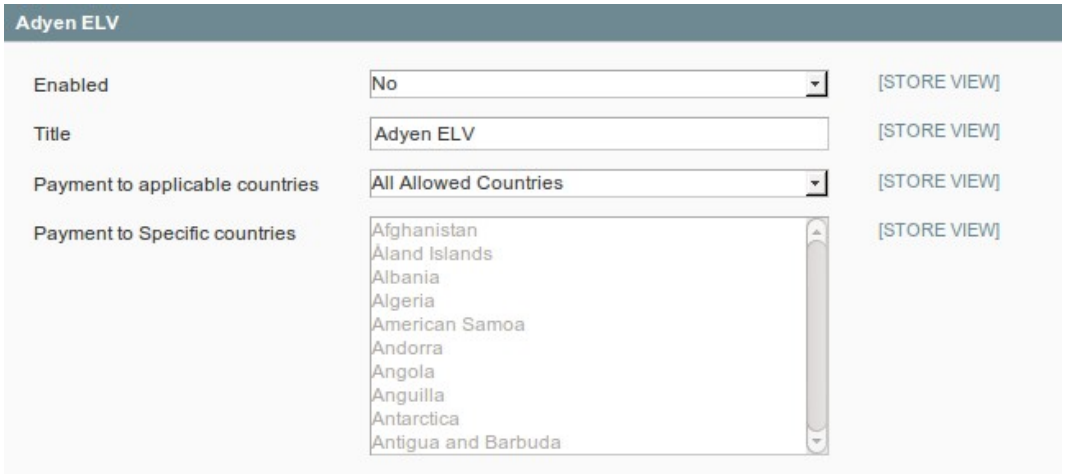
Adyen ELV (Elektronisches Lastschrift Verfahren) settings

Menu: System → Configuration → Sales → Payment Methods → Adyen ELV



Enabled	Select 'Yes' to enable Adyen ELV as a separate Payment Method next to or in place of the HPP (ELV can also be used with the HPP method).
Title	Title shown in front-end when this payment method is enabled
Payment to applicable countries	Should Magento present the Adyen Payment Method to shoppers from all countries or only to shoppers from specific countries (selected in list below)
Payment to Specific countries	If chosen 'specific' above, select here the specific countries to which the Adyen payment method should be presented (use CTRL+<click> to select multiple countries)

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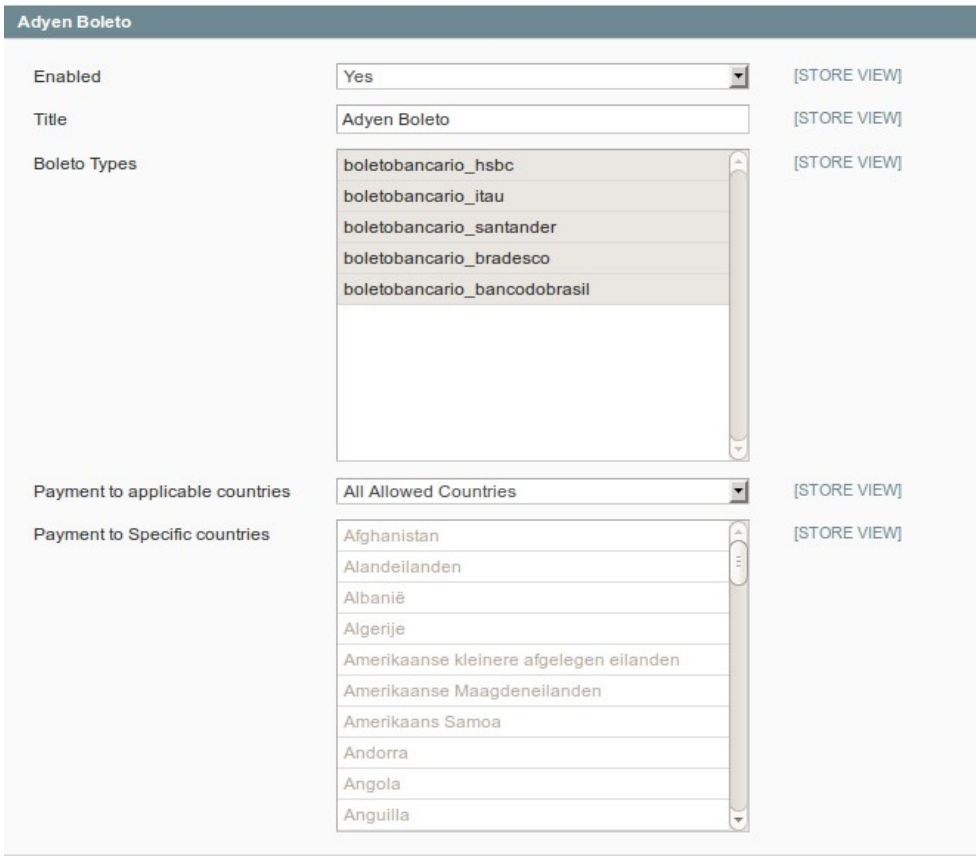
Adyen Boleto settings

Menu: System → Configuration → Sales → Payment Methods → Adyen Boleto



Enabled	Select 'Yes' to enable Boleto payments via Adyen as a separate Payment Method next to or in place of the HPP (Boleto can also be used with the HPP method).
Title	Title shown in front-end when this payment method is enabled
Boleto Types	Select Boleto types to offer at front-end. Note: select at least one. (use CTRL+<click> to select multiple types)
Payment to applicable countries	Should Magento present the Adyen Payment Method to shoppers from all countries or only to shoppers from specific countries (selected in list below)
Payment to Specific countries	If chosen 'specific' above, select here the specific countries to which the Adyen payment method should be presented (use CTRL+<click> to select multiple countries)

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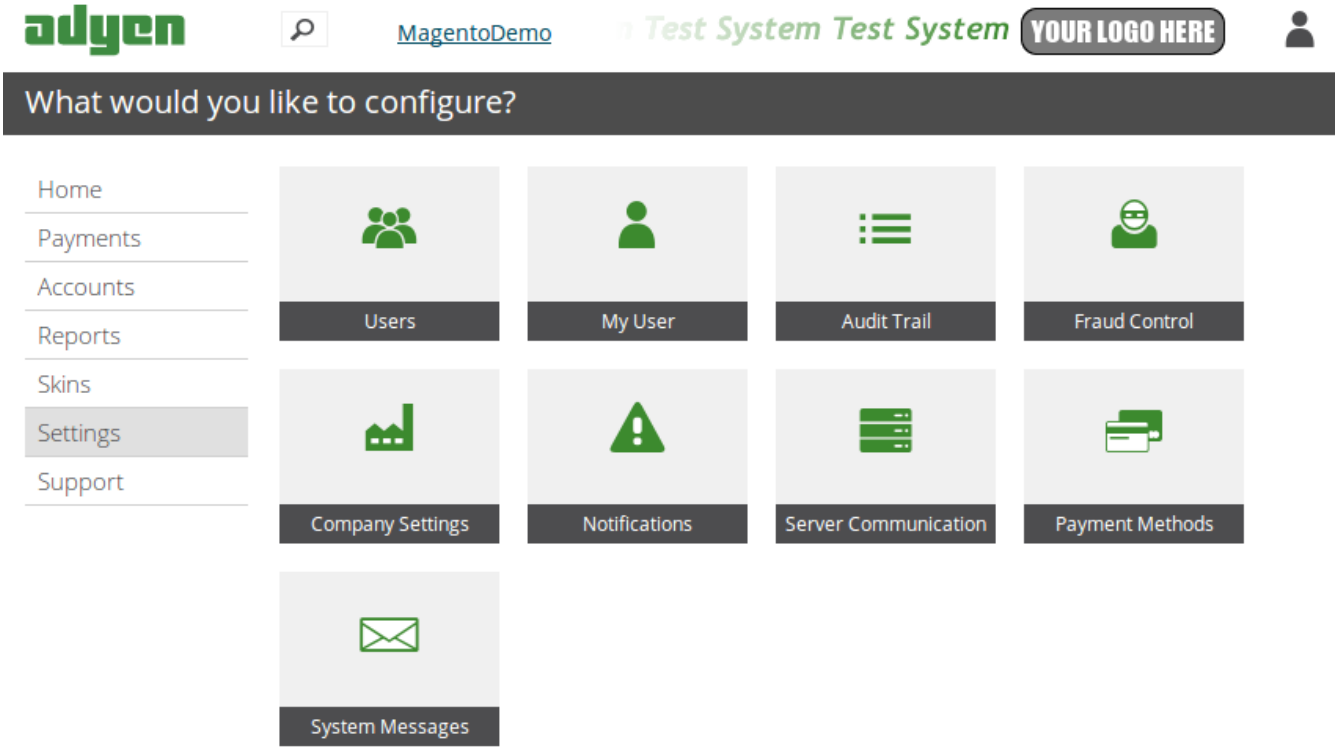
Configuration Adyen back-office

At the Back-office of Adyen two things need to be configured:

1. the HMAC key in the skin (set in the Magento configuration before)
2. the Notification service (username and password also set in the Magento configuration before)



Create a skin

Skins can be managed on the Adyen test Backoffice. A skin defines how the Hosted Payment Page looks like, and makes it possible to adopt the styling of your Magento webshop.

In this manual only the skin settings are covered which are neccessary for the technical integration. If you want to have more information about styling skins, a Skin Manual can be found on our Support site.

To create a skin, click on the New tab in section Skins.

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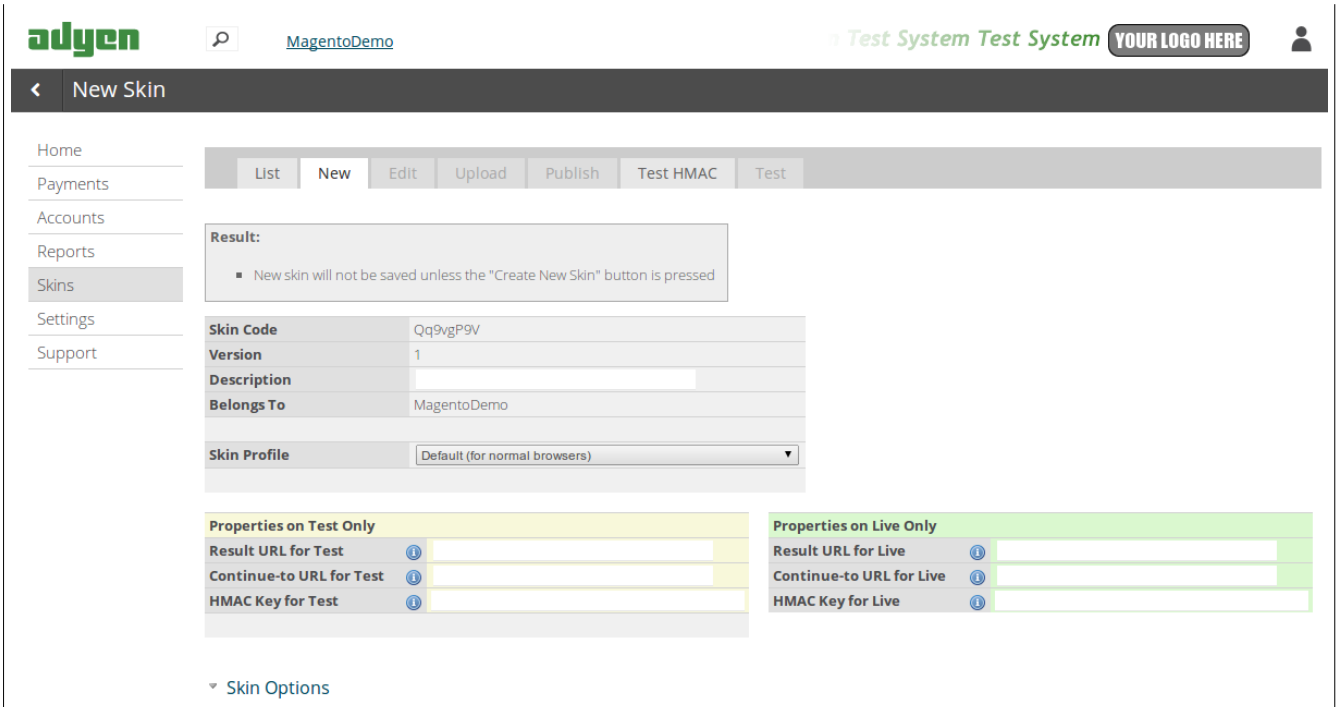

Skin code	The code to be used in *Adyen Hosted Payment Pages settings*
Description	To distinguish different skins for yourself you might provide a description.
Result URL for Test	The URL with which the Adyen Platform redirects the Shopper to Magento, take the magento shop url plus '/adyen/process/success'.
Continue-to URL for Test	Leave empty
HMAC Key for Test	The HMAC entered at the Magento configuration, section *Adyen Hosted Payment Pages settings*.
Result URL for Live	The URL with which the Adyen Platform redirects the Shopper to Magento, take the magento shop url and end with /adyen/process/success.
Continue-to URL for Live	Leave empty
HMAC Key for Live	The HMAC entered at the Magento configuration, section *Adyen Hosted Payment Pages settings*.

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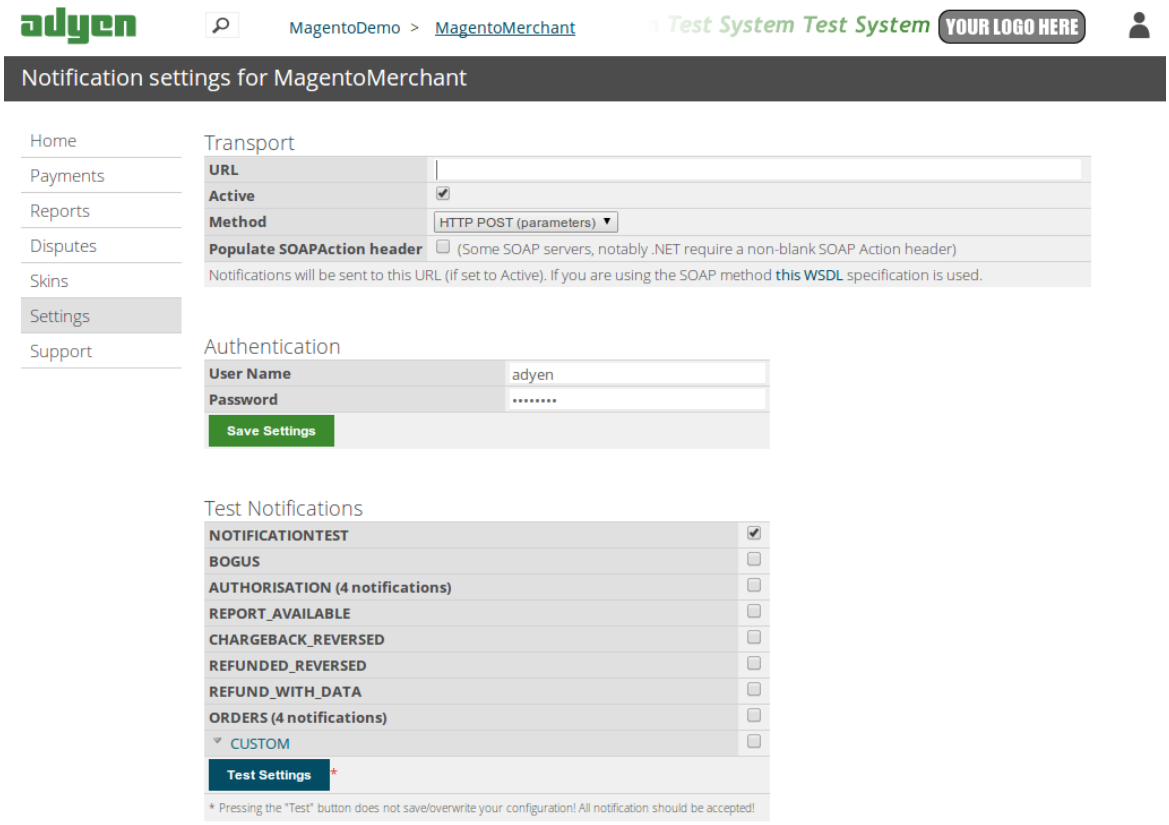
Notification settings

Menu: Settings → Notifications



URL	The URL to which the Adyen Platform sends the notifications to. e.g. http://your-domain.com/adyen/process/ins (HTTP POST) or http://www.your-domain.com/adyen/process/soap (SOAP) (where www.your-domain.com is your Magento shop URL)
Active	Checked
Method	Choose your preferred way of the communication for the notifications, both operate the same but the URL and the method should correspond. HTTP POST or SOAP
Populate SOAPAction header	Not relevant for Magento, keep unchecked
User Name	The same user name as used in section Notification configuration.
Password	The same password as used in section Notification configuration.

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Test Notification

It's important to test the notification before making transactions. You can test the notification by setting the Method to HTTP POST and use the correct url that is described above. If the result is [Accepted] the notifications are working. If you want to use SOAP, assure the HTTP POST method returns [Accepted] before switching to SOAP.

If the result is not [accepted] you will see a error message. Above this error message you will see the reason why it is not working. The message that could occur are:

- PHP_AUTH_USER and PHP_AUTH_PW are empty
  Authentication is failing on the Magento server, probably this is because the webserver that Magento is on is running PHP in CGI mode. See “CGI mode” in this manual for more information.

- PHP_AUTH_USER and/or PHP_AUTH_PW are not the same as Magento setting.
  The username and password in the back office is not the same as set in Magento.

- merchantAccountCode is empty in Magento settings

- MerchantAccount in notification is not the same as in Magento settings

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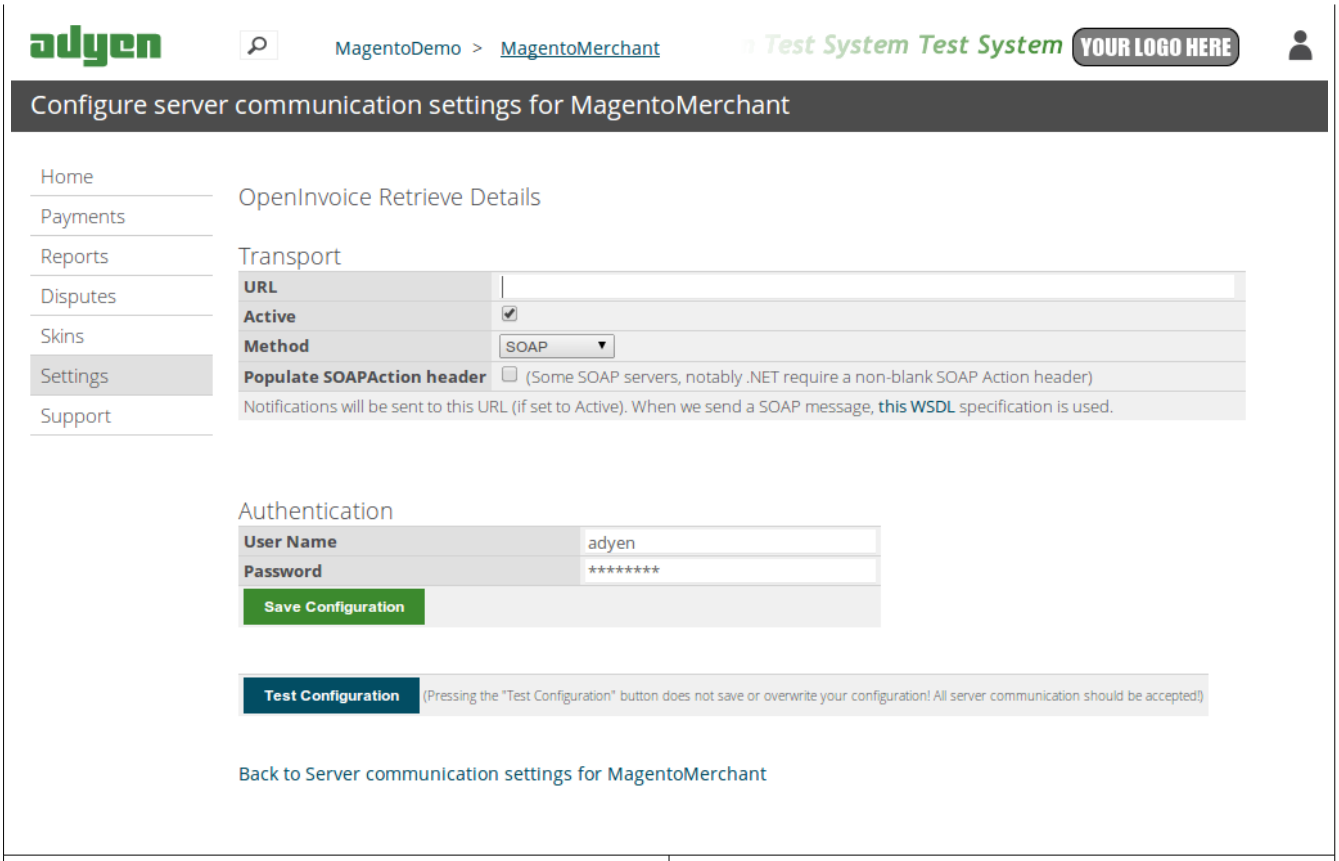
OpenInvoice settings

Menu: Settings → Server Communication

Add new server communication and choose for OpenInvoice Retrieve Details.



URL	The URL to which the Adyen Platform retreives extra details of the order http://your-domain.com/adyen/process/openinvoice (where www.your-domain.com is your Magento shop URL)
Active	Checked
Method	Choose your preferred way of the communication for the notifications, both operate the same but the URL and the method should correspond. HTTP POST or SOAP
Populate SOAPAction header	Not relevant for Magento, keep unchecked
User Name	The same user name as used in section Notification configuration.
Password	The same password as used in section Notification configuration.

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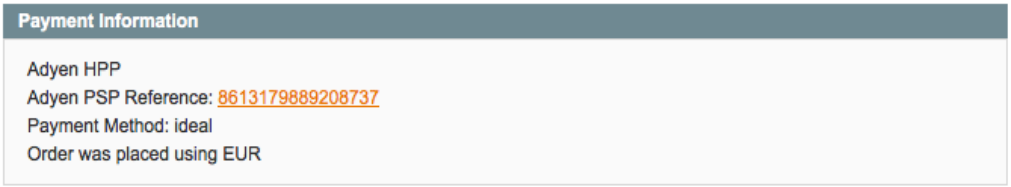
Features

Backoffice linking

From the backoffice of Magento it is possible to click through directly to the backoffice of Adyen. On the order detail page in Magento the link to Adyen is available in the Payment Information block. By clicking on the Adyen PSP reference a new window will open with the Adyen back-end page. If not logged in at the Adyen back-end you will prompted to login first.



Refund support

Refund is supported both ways.

From Adyen to Magento

When creating refunds from the Adyen backend a notification will be triggered to Magento.

Rules:

- only fixed amounts are supported
- no return to stock
- shipping cost refund is set to 0
- adjustment fee is set to 0
- adjustment refund is the amount sent from Adyen

Result:

- in Magento a credit memo is created with the correct amount refunded

From Magento to Adyen

When using the refund/credit memo functionality in Magento the next rules are applicable:

- return to stock is possible
- refund based on fixed amount or refunds related to a product are possible

Result:

- a refund with fixed amount will be triggered in the backoffice of Adyen

Payment preselection

When using HPP mode it is possible to show the available payments already on the Magento checkout page. The extension includes all payment icons. This should be implemented according to the Magento theme/skin setup.

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3-D secure payments

The processing of 3-D secure (Verified by VISA / Mastercard SecureCodeTM) payments is supported.
Important: Your processing account needs to be configured by Adyen to support 3-D secure. If you would like to be configured to support 3-D Secure please request this through Adyen Support at https://support.adyen.com/

Frequently Asked Questions

Notifications are not received

Check if your PHP installation runs in CGI mode. If so, see “CGI mode” in this manual for more information.

Notifications are not received in a specific subshop

For a multishop setup you have to make some modifications to .htaccess. See the “Multi-shop configuration” in this manual for more information.

Client-Side Encryption cannot succeed

This may occur when using a onestepcheckout extension, which doesn't trigger the Adyen encryption function after the order submit. There are solutions available for a few commonly used extensions. Please contact our Magento Support Desk at magento@adyen.com for more information.

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